

IURC News Release

Indiana Utility Regulatory Commission
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For Immediate Release

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INDIANA UTILITY REGULATORY COMMISSION TO INVESTIGATE CRAMMING COMPLAINT

Today in Cause No. 41546 SC 05, the Indiana Utility Regulatory Commission (IURC) established a procedural schedule to investigate allegations of cramming against Micronet and H.T. Teleservices brought by the Indiana Office of Utility Consumer Counselor (OUCC). Cramming is the practice of adding charges to your phone bill for services you didn't order, authorize, receive or use.

In its petition the OUCC claims that Micronet and its billing service H.T. Teleservices added unlimited directory assistance service charges to 107 phones at 9 state agencies between August 2004 and January 2005, without proper approval. In a separate complaint that is now consolidated with this cause, it is also alleged that the companies crammed at least one individual customer.

The agencies affected by the alleged cramming include, the Indiana Bureau of Motor Vehicles, Indiana Department of Natural Resources, Indiana Department of Revenue, State of Indiana Campus Centrex, Indiana State Police, Indiana Department of Transportation, Indiana Department of Labor, Indiana Department of Workforce Development and the Indiana National Guard.

The procedural schedule is as follows:

April 26, 2005	Status report of possible settlement
May 3, 2005	OUCC prefiling date
May 17, 2005	Respondents and Intervenors prefiling date
May 27, 2005	OUCC rebuttal prefiling
June 13, 2005	Evidentiary hearing 10:30 am, Room E306, Indiana Government Center South

Indiana Code 8-1-29-7.5 gives the Commission authority to fine \$2,500 for each offense if it is determined that the companies broke the state's cramming laws.

Micronet received a certificate of territorial authority to provide intrastate interexchange service to Indiana customers in March 2004. H.T. Teleservices is Micronet's billing agent.

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